

# W on the Waterfront

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## PSD's Cyr to retire in 2015

PSD General Manager Richard Cyr has announced that he is retiring in June of 2015.

Cyr joined the PSD in 2003. "Richard's work as general manager has been marked by pivotal, long-term improvements that will benefit the PSD's customers and Hilton Head Island for generations to come," said PSD Commission Chair Bob Manne.



Under Cyr's guidance, the PSD completed an array of alternative water supply projects, including the construction of its Reverse Osmosis Water Treatment Facility in 2009 and the island's first-ever Aquifer Storage & Recovery Facility in 2011. He also led the effort toward installation of the public sewer system throughout the north- and mid-island areas. Cyr, a native of Vancouver, WA, came to the PSD from a position as manager of the water utility for Clark Public Utilities, a regional electric and water utility in western Washington.

Cyr will serve as PSD Special Projects Administrator and work with incoming General Manager Pete Nardi during the leadership transitional period from January to June 2015.

"It has been an honor and privilege to work with the PSD Board of Commissioners, our excellent team at the PSD, and the Hilton Head community over the past 12 years," Cyr said. "I know the PSD is in a great position to continue to meet the expectations of our customers and community as it moves forward."

## Nardi named new PSD General Manager

The Hilton Head Public Service District Commission has selected Pete Nardi as the utility's next General Manager, starting January 1, 2015. Nardi began work for the PSD in 2004 as its human resources and public affairs manager, and was promoted to Assistant General Manager in 2013.



"Pete has been a key part of our leadership team, helping to create the organizational culture that will carry the PSD into its next phase," said PSD Commission Chair Bob Manne. "With his knowledge of utility management and our service area's needs, we are fortunate to have an individual of Pete's caliber within our organization to ensure a seamless transition with no disruption to our strategic objectives."

Nardi is a member of the American Water Works Association's National Workforce Strategies Committee, as well as the South Carolina AWWA/Water Environment Association of South Carolina's Joint Emergency Preparedness Committee. He holds a Master of Science degree from West Virginia University and a bachelor's degree from the University of Vermont. He also earned the Certified Manager designation from the James Madison University College of Business, as well as the AWWA's Micro MBA from Virginia Tech University. He lives on Hilton Head with his wife, Amy, and their two children.

"I'm honored by the Commission's vote of confidence in my abilities and am excited to continue to work with our board, PSD team members, and our customers," Nardi said. "It's my goal to see the PSD continue to provide high-quality water and outstanding customer service, and to continue to be a steward of our precious water resources and island environment."

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# Incumbent commissioners win reelection



Herbert Ford



Bob Gentzler



Frank Drehwing

Three incumbent PSD Commissioners were reelected during the November 2014 general election. Incumbent Herbert Ford was reelected in PSD Voting District 1, and incumbents Bob Gentzler and Frank Drehwing were reelected in Voting Districts 3 and 4, respectively. Commissioners are elected to four-year terms on the seven-member PSD Board of Commissioners. Four commission seats will be up for election in the 2016 general election.

## PSD Board of Commissioners 2014 Election Results

PSD Voting District 1	Percentage of Vote Won*	Votes
Gerald J. Fahringer	25.25%	51
Herbert Ford	74.25%	444
<b>PSD Voting District 3</b>		
Robert Gentzler	60.07%	737
Patricia Flynn Soltys	39.61%	486
<b>PSD Voting District 4</b>		
Frank J. Drehwing	55.31%	1,563
Francis M. Frank Simon	44.52%	1,258

\* Does not include write-in votes

The PSD Commission is the utility's governing body. It establishes PSD policy, sets the utility's rates and taxes, approves its annual operating budget, and employs the general manager. The Commission normally meets on the fourth Tuesday of each month in the PSD Community Room at our Water Resource Center at 21 Oak Park Drive off Mathews Drive. You can contact the Commission at [commissioners@hhpsd.com](mailto:commissioners@hhpsd.com).

## PSD adding capacity at Reverse Osmosis facility

The PSD is adding an additional 1 million gallons a day of capacity at our Reverse Osmosis (RO) Water Treatment Facility on Jenkins Island. The project began in November and is anticipated to be complete in early 2015.

The RO plant will be able to provide 4 million gallons of water a day after the project is complete. The plant currently provides 3 million gallons of water a day, or about half of the PSD's average daily demand for water.

The expansion has been necessary to replace water supply lost as a result of saltwater intrusion into the freshwater Upper Floridan Aquifer.

## PSD lab recognized for excellence

Hilton Head PSD's Water Quality Laboratory recently was recognized as a "Laboratory of Excellence" by an independent certification agency. The recognition is the result of proficiency test results in the analysis of water quality parameters such as chlorine residual, hardness, pH, and nutrients.

The PSD's Water Quality Lab is staffed by chemists Lee Barnard and Scott Moffatt. Barnard has more than 30 years of experience in the field of water quality analysis and laboratory management. Moffatt, who holds a Master's degree in Biotechnology from the University of South Carolina, has a background that includes analysis of industrial water samples.

## Gumtree Road sewer project on tap for 2015

The PSD and the Town of Hilton Head Island are continuing their partnership to extend the public sewer system into previously unserved areas. The Town is providing Capital Improvement Program (CIP) funding to install sewer along portions of Gumtree Road that currently are without sewer access.

The project is expected to begin in early 2015 and will take several months to complete. Drivers, bicyclists and pedestrians will need to follow traffic control devices and use caution in the work zone.



# PSD achieves 98 percent customer approval rating

PSD customers gave the utility a 98 percent overall approval rating on our 2014 Customer Satisfaction Survey. The survey helps the PSD determine customer satisfaction on a variety of topics and has been used by our elected Board of Commissioners to help determine utility policy as well. Below are the 2014 survey results:

## **How would you rate the quality of your tap water?**

Excellent	43% (87 votes)
Good	44% (89)
Fair	9% (18)
Poor	4% (7)

## **How likely are you to sign up for a water and/or sewer line protection plan if it were offered by the PSD for a monthly fee?**

Definitely will	8% (14)
Probably will	41% (76)
Probably will not	38% (70)
Definitely will not	13% (24)

## **How well do our Customer Service Representatives answer your questions or solve your problems?**

Very well	91% (100)
Slightly well	8% (9)
Not well	1% (1)

## **How well do our Field Service Technicians answer your questions or solve your problems?**

Very well	93% (78)
Slightly well	5% (4)
Not well	2% (2)

## **Do you believe the PSD's water and sewer rates are reasonable?**

Yes	89% (168)
No	11% (20)

## **How do you prefer to pay your PSD bill?**

Mail	38% (85)
Bank draft	24% (54)
Online	19% (42)
Telephone	10% (23)
In person	9% (22)

## **Overall, how would you rate Hilton Head PSD?**

Excellent	62% (125)
Good	36% (74)
Fair	2% (4)
Poor	0% (0)

A new array of Reverse Osmosis (RO) filters is maneuvered into place in the PSD's Reverse Osmosis Water Treatment Facility on Jenkins Island. The new filters will allow the RO plant to produce 4 million gallons of water a day. The filters are anticipated to be in operation in early 2015.



## Wireless meter reading system being installed

The PSD is installing a wireless meter reading system. These high-tech meters are updated, digital versions of the traditional water meter. The meters are read using transmitters located atop the PSD's existing water towers. Two-way communication between the meter at your home or business and the transmitters provides an array of future benefits for the customer and the utility:

- Meters can be read remotely, thereby reducing meter-reading administrative costs.
- The new technology will help the PSD:
  - Rapidly identify possible leaks on the customer's property and in our distribution system, reducing the potential for costly repairs.
  - Provide customers with information about not only how much water they're using, but also when they're using it, which helps customers consider how they can use water more efficiently.
  - Identify possible cases of meter tampering and water theft.

PSD contractors already have installed the new meters for more than 20 percent of our customers. We anticipate completing the installations by the end of 2015. There is no disruption to the customer's water service as a result of the installation.

The utility already is reading the new meters that have been installed and the new technology has allowed the PSD to alert several customers to leaks that were occurring on their property. In one instance, a part-time resident was alerted to a leak that turned out to be a broken interior pipe. The leak could have caused far more damage if it had not been caught by the new wireless meter.

The PSD believes this important technological upgrade will benefit our customers and the utility for decades to come.



*A portion of the PSD's water transmission pipeline that supplies wholesale water from the mainland was relocated as part of the Bluffton Fly-Over project. About 30 percent of the PSD's water supply comes from wholesale water.*